

Position description



Position title	Be You Engagement Manager
Position reports to	Be You Senior Engagement Manager
Work level	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" type="checkbox"/> 4 <input type="checkbox"/>
Group and team	Community Group/Be You
Location	Onsite at the Hub in Melbourne CBD or Hybrid
Employment type	Fixed Term
Direct reports	0

Why choose Beyond Blue

Beyond Blue has been providing supports and services to people in Australia for over 20 years.

We are Australia's most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide. We are inspired by our vision that 'all people in Australia achieve their best possible mental health' and are driven by our mission to work with the community to improve mental health and prevent suicide.

We aim to achieve this through three strategic priorities:

1. Promoting mental health and wellbeing
2. Being a trusted source of information, advice and support
3. Working together to prevent suicide

At Beyond Blue the community is at the heart of everything we do.

By joining our team you'll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options.

Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives.

We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment.

About the role

Role description

Be You is the national mental health in education initiative, funded by the Commonwealth Department of Health and Aged Care and delivered by Beyond Blue, in collaboration with Early Childhood Australia and headspace.

The Be You Engagement Manager will manage the engagement with key strategic stakeholders across Commonwealth, State and Territory Governments, and the Education and Mental Health sectors.

The Be You Engagement Manager will ensure a high-level of engagement and satisfaction across all key stakeholders to influence systems change and the success of Be You.

Key accountabilities

Area of accountability

Stakeholder Engagement:

- Support the development, delivery and continuous improvement of Be You's Stakeholder Engagement Strategy.
- Support the development, delivery and continuous improvement of Be You's jurisdictional Implementation Plans.
- Develop and maintain effective stakeholder engagement relationships with key strategic stakeholders across Commonwealth, State and Territory Governments, and/or the Education and Mental Health sectors.
- Manage stakeholder engagement activities, and all subsequent tasks arising from these engagements, to support the achievement of strategic engagement objectives.
- Prepare high-level briefing documents for strategic engagements across the government sector including departments, agencies and key stakeholder organisations.
- Provide government, education and mental health sector expertise and advice in the programmatic continuous improvement of Be You.
- Determine communication requirements for key stakeholders and work with Be You Strategic Communications Adviser to develop presentations in line with Be You key messaging and brand guidelines.
- Trouble shoot and engage strategically to address any issues that may impact on Beyond Blue's reputation, or the success of Be You.
- Support the coordination and participation in Beyond Blue led conferences that support the strategic priorities of Be You, and support the participation of delivery partners in conferences that promote implementation and engagement.
- Be responsive to additional duties that may arise, as requested by the Be You Senior Engagement Manager, and Be You Strategy, Engagement and Impact Lead.

<p>Key stakeholders</p>	<p>Key stakeholders</p> <p>Internal</p> <ul style="list-style-type: none"> • Be You Senior Engagement Manager • Be You Strategy, Engagement & Impact Lead • Be You Strategy, Engagement & Impact team Senior Managers • Be You Leads & Be You Senior Managers • Key Beyond Blue teams including – Government & PHN Relations <p>External</p> <ul style="list-style-type: none"> • Delivery Partners • Commonwealth Department of Education • State and Territory Departments of Education • Education sector stakeholders • Mental Health sector stakeholders
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What we are looking for

<p>Capability</p>	<p>Of the eight capabilities listed in our <u>capability framework</u>, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role)</p> <p>Communication</p> <ul style="list-style-type: none"> • Communicates and presents confidently and regularly with team members, delivery partners and government, education and mental health stakeholders to gain their commitment; translates specialist knowledge into common language • Uses storytelling to inform others, motivate action and influences stakeholders by connecting rationally and emotionally • Negotiates from an informed and credible position and presents persuasive counter arguments; Isn't afraid to have the tough conversations • Creates opportunities for others to be heard and bring their point of view, encouraging robust, respectful debate • Clearly articulates the Beyond Blue vision and upholds the brand and establishes own credibility, integrity and personal brand in interactions <p>Community centricity</p> <ul style="list-style-type: none"> • Uses human centred or relevant design experience approaches to create and or support meaningful service improvements or service excellence • Competently advocates for mental health and suicide prevention services and information, empathically putting community at the heart of all we do • Emphasises importance of community and stakeholder relationships over products and solutions with commitment to strengthen and maintain trust and demonstrates integrity
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- Is aware of unintentional biases or power dynamics and takes steps to reduce bias in interactions and call out undesirable behaviours
- Factors in an external perspective to drive internal process design

Innovative mindset

- Proactively seeks out alternative ways to improve the quality, cost effectiveness and overall value add and service excellence for Beyond Blue's services
- Builds a work environment that encourages calculated risks, experimentation, and iteration, working collaboratively to explore new approaches and provide input to problems.
- Brings together diverse groups of people to bridge siloes, broaden thinking and start a dialogue
- Translates creative ideas into business improvements or practical solutions, facilitating implementation and change
- Bounces back quickly from adversity or failed ideas and takes steps to learn from mistakes to make future improvements

Digital discovery

- Establishes digital protocols and works effectively within a hybrid team
- Actively embeds digital strategies and promotes the use of technology and digital tools in day-to-day activities to better manage services and processes
- Applies appropriate consideration of data governance, legal security and privacy issues, and creates new opportunities for data information sharing
- Demonstrates a strong understanding of the importance of cyber security
- Ensure fit for purpose cross-functional processes drive technical solutions

Partnering

- Contributes to program delivery and ensures partnering activities are informed by Beyond Blue's vision, values and strategies to achieve high quality outcomes Keeps partners and stakeholders accountable for delivering on contractual requirements through reporting insights and regular forums to communicate
- Identifies opportunities and actively looks for synergies across initiatives for cross-functional collaboration and partnership development
- Works with partners to contribute to the mental health and suicide prevention knowledge base; manages and deepens the relationship to become a trusted partner and knows how and when to escalate issues
- Has strong financial literacy with ability to manage budgets and apply commercial processes to make appropriate judgements
- Understands how to successfully navigate the complexity of the organisation and broader sector's ecosystem and operating environment

	<p>Agility</p> <ul style="list-style-type: none"> • Applies principles of agile mindsets and tools to projects, tasks and collaborations; works as part of a team to implement agile mindsets, practices and risk management processes • Creates a clear road map for change to improve community outcomes; anticipates barriers and endures uncertainty without becoming negative • Applies enterprise mindset to work prioritisation and resource allocation; sets realistic timeframes and manages competing projects or changes. Prioritises and aligns projects to business strategy, managing budget, team capacity and resources • Is nimble and innovative in contract management by identify new strategies and tactics for continuous improvement and services excellence • Conducts retrospectives to evaluate change for continuous improvement <p>Critical thinking</p> <ul style="list-style-type: none"> • Contributes to setting team strategy and converts strategy into an actionable plan. Translates the Beyond Blue vision and strategy to team objectives, activities, and individual goals • Solves problems with an enterprise approach, working across the business to break down work and identify the resources required for the right capability and capacity • Identifies inconsistencies, biases and errors in reasoning when leveraging data-driven insights to make decision • Proactively identifies risks and mitigation paths when developing or contributing to strategy, planning or problem solving • Applies systemic thinking to understand the root cause of a problem before developing new insights and approaches with stakeholders <p>Leading</p> <ul style="list-style-type: none"> • Understands performance expectation, shows accountability, demonstrates initiative and is receptive to giving and receiving feedback • Lives the values on a daily basis; demonstrates optimism • Understands individual strengths and seeks opportunities to continuously grow and improve • Contributes to a culture where others feel they are respected, included and valued; is inclusive of others, engages in cultural awareness activities and promotes inclusive language • Respectfully addresses colleagues exhibiting undesirable behaviours, and complies with Beyond Blue’s policies and procedures
<p>Selection criteria</p>	<p>Education/qualifications</p> <ul style="list-style-type: none"> • A tertiary qualification in a relevant discipline <p>Knowledge/skills/experience</p> <p>Essential</p>

- Proven self-management skills and ability to support culture and actively participate in a high performing team.
- Demonstrated experience in managing engagement with key strategic stakeholders across Commonwealth, State and Territory Governments, and/or the Education and Mental Health sectors to ensure a high-level of engagement and satisfaction across all key stakeholders to influence systems change and the success of Be You.
- Demonstrated experience developing high-level briefing documents and presentations for strategic engagements across the government sector including departments, agencies and key stakeholder organisations.
- Strong communication skills (written and verbal) with the ability to understand and adapt to different audiences, build productive relationships and support organisational change.
- Ability to oversee multiple projects concurrently, effectively manage interdependencies and ensure quality outcomes, on time and on budget
- Demonstrated experience in overseeing contracts and procurement processes and effectively managing suppliers and subcontractors
- Ability to be flexible and look beyond existing structures, ways of working, boundaries and organisations, to produce more effective and innovative service delivery and partnerships
- Demonstrated experience working on multiple concurrent projects, including the working within defined objectives and priorities, planning and managing workload, and utilising systems to track progress
- Excellent time management, prioritisation, and organisational skills, with the ability to work flexibly and meet tight deadlines

Desirable

- Experience working on mental health promotion initiatives.
- Experience working in education settings.

Additional information

Fairness and equality

Health, safety and wellbeing

Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy.

Equal opportunity

Beyond Blue is an equal opportunity employer. All employees have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.

Cultural competency

Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.

Employment is subject to:

- a current Police Record Check
 - proof of the right to work in Australia
 - a current (Employee) Working with Children Check
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